

**Third Party Administrator – Performance Report
August 2011**

Agenda Item 8.c.
9/14/11 Meeting

Medical and Pharmacy Claims Processing	Contracted Level	Level Met	Data Descriptions
"Clean" claims processed within 10 business days.	90%	99.9%	8,178 of 8,179 total claims
"Clean" claims processed within 30 calendar days.	100%	100%	8,179 of 8,179 total claims
Financial accuracy of claims paid.	99%	100%	\$3,863,402.17 of \$3,863,402.17 audited
Claims processed (paid and unpaid) without a payment error.	98%	100%	256 of 256 claims audited
Procedural accuracy rate for processing of claims.	97%	99.6%	255 of 256 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	19 disputed claims
Disputed claims resolved within 60 calendar days	100%	N/A	0 disputed claims

Subscriber Health Care Service Appeals	Contracted Level	Level Met	Data Descriptions
Resolution of non-urgent pre-service, post-service, and pharmacy appeals and complaints within 30 calendar days.	98%	N/A	0 appeals, 0 complaints
Resolution of urgent pre-service and pharmacy appeals within 48 hours.	80%	N/A	0 appeals

Customer Service - Subscribers	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	76%	2,057 of 2,707 calls answered in 30 seconds; avg. of 35 seconds
Subscriber issues resolved within the same business day.	90%	97%	1,502 of 1,553 issue calls
Maximum call abandonment rate.	5%	3%	93 of 2,707 calls
Maximum line busy rate.	3%	0%	0 busy out of 2,707 calls
Voicemails answered within two business days.	90%	100%	13 voicemails
Subscriber complaints resolved within 30 calendar days.	95%	N/A	0 complaints

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Provider Technical Support	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	76%	1,859 of 2,452 calls answered in 30 seconds; avg. of 33 seconds
Provider issues resolved within the same business day.	90%	97%	2,650 of 2,740 issue calls
Maximum call abandonment rate.	5%	1%	38 of 2,452 calls
Maximum line busy rate.	3%	0%	0 of 2,452 calls
Voicemails answered within two business days.	90%	N/A	0 voicemails
Provider appeals resolved within 30 calendar days.	95%	N/A	0 provider appeals

Subscriber Material Production and Distribution	Contracted Level	Level Met	Data Descriptions
ID cards sent within 10 days of receiving enrollment information from administrative vendor.	100%	100%	615 of 615 ID cards; average of 1.41 days
ID card accuracy.	100%	100%	615 of 615 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	100%	615 of 615 packets; average of 1.42 days

Independent External Review (IER)	Contracted Level	Level Met	Data Descriptions
Expedited IER requests transmitted to administrative vendor within two business days.	100%	N/A	0 requests
Standard IER requests transmitted to administrative vendor within five business days.	100%	N/A	0 requests

Administrative Hearings	Contracted Level	Level Met	Data Descriptions
Requests for subscriber case files transmitted to Managed Risk Medical Insurance Board within five business days.	100%	N/A	0 requests